

IBMhq Test Case Execution Report

Test Case Name:Route Incident- 1

Requirement Name: CX

Execution Start Time:2020-08-06 14-43-37

TOTAL STEPS	STEPS PASSED	STEPS FAILED	OVERALL STATUS	DEFECT LIST
29	28	1	Fail	1

Step No:1

Step Description: Enter sysagent in USERNAME

Expected Result: sysagent should be entered in USERNAME

Actual Result: The Element: USERNAME is set with text: sysagent

Status: Pass



Step No:2

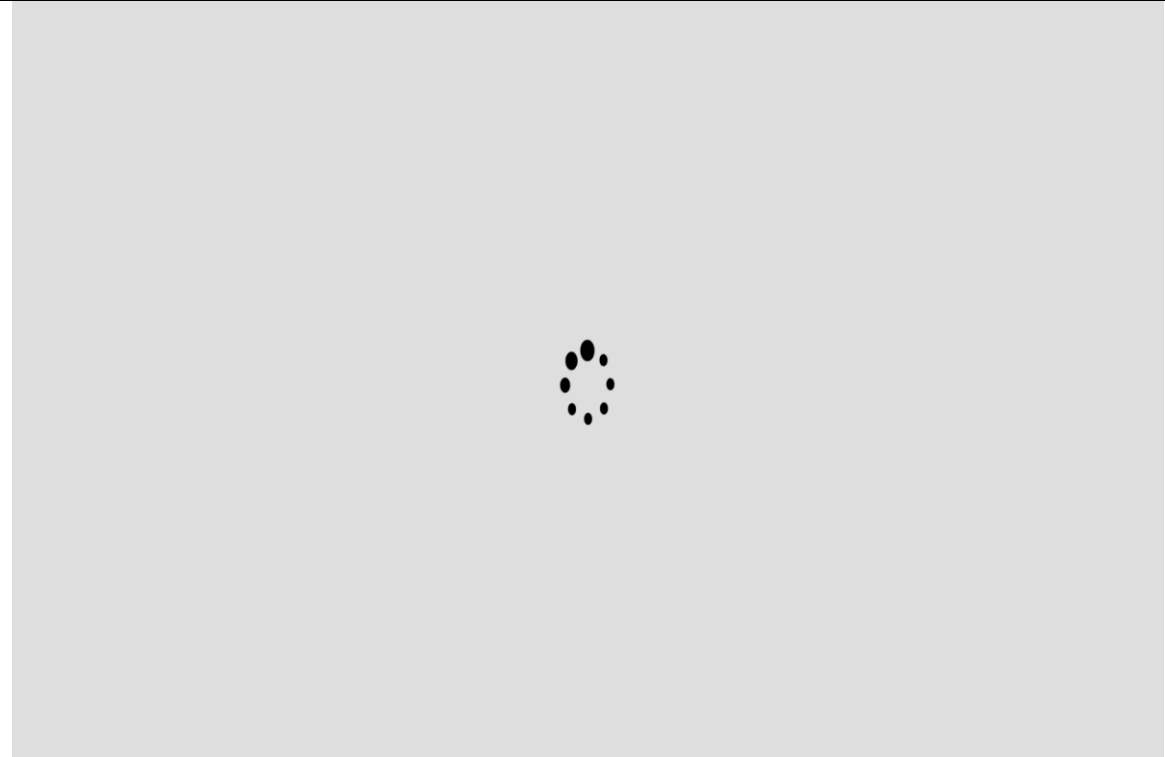
Step Description: Enter *** in PASSWORD

Expected Result: *** should be entered in PASSWORD

Actual Result: The Element: PASSWORD is set with text: Agent1234

Status: Pass



Step No:3
Step Description: Click on loginbutton
Expected Result: loginbutton should be clicked
Actual Result: The Element: loginbutton is clicked
Status: Pass


Step No:4

Step Description: Click on oj-button-icon oj-start add-icon oj-button-icon oj-start

Expected Result: oj-button-icon oj-start add-icon oj-button-icon oj-start should be clicked

Actual Result: The Element: oj-button-icon oj-start add-icon oj-button-icon oj-start is clicked

Status: Pass



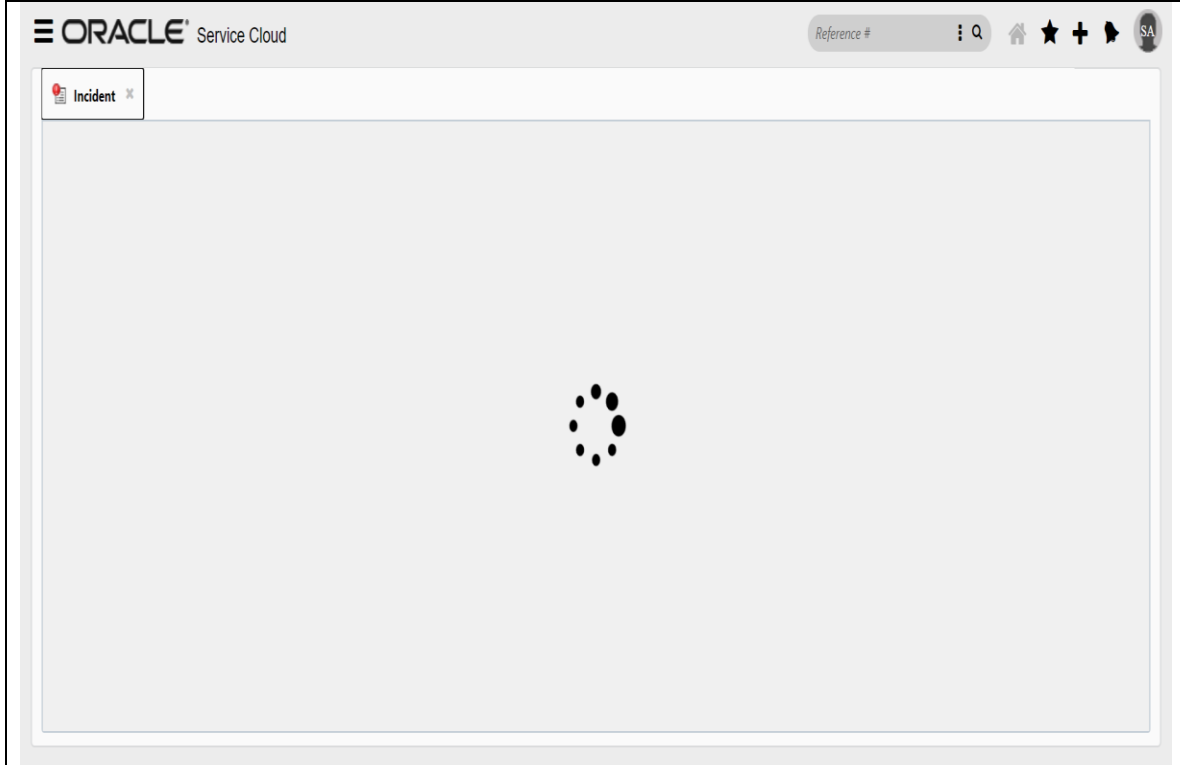
Step No:5

Step Description: Click on span2

Expected Result: span2 should be clicked

Actual Result: The Element: span2 is clicked

Status: Pass



Step No:6

Step Description: Enter incident subject

Expected Result: Subject to be entered

Actual Result: The Element: Incident_Subject18 is set with text: how this product works, ab92547 product is not functioning properly

Status: Pass

ORACLE Service Cloud

Reference #

200806-000061

Save Save & Close Refresh New Print

Summary Messages Contacts Details Time Billed Tasks Organization Web Visit Attachments Audit Log

Subject * how this product works, ab92547 product is not functioning properly

Reference # 200806-000061

Contact * [No Value]

Status * Open

Organization Name

Assigned Agent Access > Sys Agent

Product [No Value]

Disposition [No Value]

Category [No Value]

Step No:7

Step Description: Click on Adam Smit

Expected Result: Adam Smit should be clicked

Actual Result: The element: SelectContact is selected with list value: Adam Smit

Status: Pass

The screenshot displays the Oracle Service Cloud interface for a case record. The top header shows the Oracle logo and 'Service Cloud'. A search bar with 'Reference #' and a magnifying glass icon is present. The case ID '200806-000061' is shown in the top left of the record area. Below the header, there are tabs for 'Summary', 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The 'Summary' tab is active. The record details include:

- Subject: how this product works, ab92547 product is not functioning properly
- Reference #: 200806-000061
- Status: Open
- Assigned: Agent Access > Sys Agent
- Disposition: [No Value]
- Contact: Adam Smit (highlighted with a blue border)
- Organization Name: [No Value]
- Product: [No Value]
- Category: [No Value]

The 'Contact' field is currently selected, and the dropdown menu shows 'Adam Smit' as the chosen value.

Step No:8

Step Description: Click in Assigned Agent Searchbox

Expected Result: Assigned Agent dropdown should be listed

Actual Result: The Element: Assigned is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar labeled 'Reference #' is present. The main content area is divided into a left sidebar and a right main panel. The sidebar contains a 'Summary' section with fields for 'Subject', 'Reference #', 'Status', 'Assigned', and 'Disposition'. The 'Assigned' field is currently open, showing a dropdown menu with 'Recent' and 'All' tabs. Under the 'Recent' tab, 'Minhaj Ameen' and 'Sys Agent' are listed, with 'Sys Agent' highlighted. The 'All' tab shows '[No Value]'. The right main panel contains fields for 'Contact' (Adam Smit), 'Organization Name' (California Federation), 'Product' ([No Value]), and 'Category' ([No Value]).

ORACLE Service Cloud

Reference #

200806-001

Save

Summary

Subject

Reference #

Status

Assigned

Disposition

Recent

Minhaj Ameen

Sys Agent

All

[No Value]

Admin - Full Access

Agent Access

System Agent2

Minhaj Ameen

Sys Agent

Attachments

Audit Log

Contact

Organization Name

Product

Category

Adam Smit

California Federation

[No Value]

[No Value]

Step No:9

Step Description: Click on ab92547

Expected Result: ab92547 should be clicked

Actual Result: The Element: ClickProductList is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar with 'Reference #' and a magnifying glass icon is on the right. Below the header, a case record for reference # 200806-000061 is shown. The record includes a subject line: 'how this product works, ab92547 product is not functioning properly'. The record is categorized under 'Summary' with tabs for Messages, Contacts, Details, Time Billed, Tasks, Organization, Web Visit, Attachments, and Audit Log. The record details include: Reference # 200806-000061, Contact Adam Smit, Status Unresolved, Organization Name California Federation, Assigned [No Value], Product [No Value], and Disposition [No Value]. The Product field is highlighted with a blue border and a refresh icon.

ORACLE Service Cloud

Reference #

200806-000061

Save Save & Close Refresh New Print

Summary Messages Contacts Details Time Billed Tasks Organization Web Visit Attachments Audit Log

Subject * how this product works, ab92547 product is not functioning properly

Reference # 200806-000061

Contact * Adam Smit

Status * Unresolved

Organization Name California Federation

Assigned [No Value]

Product [No Value]

Disposition [No Value]

Category [No Value]

Step No:10

Step Description: Click on Primary Antibodies

Expected Result: Primary Antibodies should be clicked

Actual Result: The Element: ClickCategory is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar with 'Reference #' and a magnifying glass icon is on the right. Below the header, a case record for reference # 200806-000061 is shown. The record includes a subject line: 'how this product works, ab92547 product is not functioning properly'. The record is categorized under 'Summary' with tabs for Messages, Contacts, Details, Time Billed, Tasks, Organization, Web Visit, Attachments, and Audit Log. The record details are as follows:

Field	Value
Subject *	how this product works, ab92547 product is not functioning properly
Reference #	200806-000061
Contact *	Adam Smit
Status *	Unresolved
Organization Name	California Federation
Assigned	[No Value]
Product	ab92547
Disposition	[No Value]
Category	[No Value]

Step No:11

Step Description: Waittime

Expected Result: Explicit Wait Time

Actual Result: Expected condition failed: waiting for presence of element located by:
By.xpath: //div[contains(@class,'oj-popup-layer')]/li[3]/div[1]/div[1]/div[1]/div[1]
(tried for 30 second(s) with 500 milliseconds interval)

Status: Fail

The screenshot displays the Oracle Service Cloud interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar with 'Reference #' and a magnifying glass icon is on the right. Below this, a breadcrumb trail shows '200806-000061'. A toolbar contains icons for 'Save', 'Save & Close', 'Refresh', 'New', and 'Print'. A horizontal menu lists various tabs: 'Summary', 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The 'Summary' tab is active, showing a form with the following fields: 'Subject' (text input with value 'how this product works, ab92547 product is not functioning properly'), 'Reference #' (text input with value '200806-000061'), 'Contact' (dropdown menu with value 'Adam Smit'), 'Status' (dropdown menu with value 'Unresolved'), 'Organization Name' (text input with value 'California Federation'), 'Assigned' (dropdown menu with value '[No Value]'), 'Product' (dropdown menu with value 'ab92547'), 'Disposition' (dropdown menu with value '[No Value]'), and 'Category' (dropdown menu with value 'Primary Antibodies').

